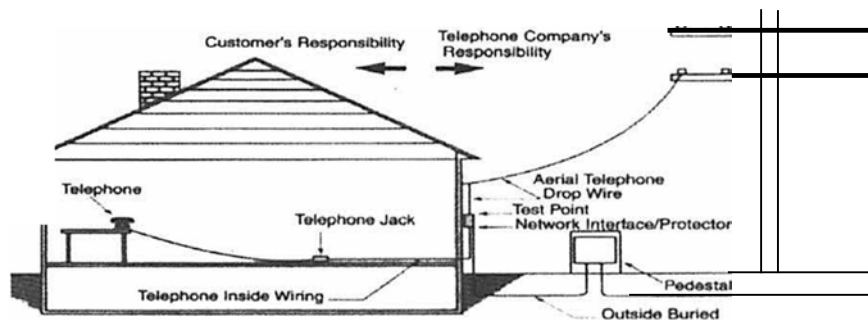


Troubleshooting Guide

Before you call us ...



These simple tests may help determine the source of the problem. These tests, may save you time and money!!

Problem: No Dial tone or static on the line.

1. Check all telephone cords-from jack to telephone base and from telephone base to the handset-make sure they are not loose or damaged.
2. Hang up all telephones. Make sure all equipment is working ... like answer machines, fax machines, Caller ID boxes, computer modems, and telephone sets. To check, unplug each piece of equipment from the phone jack and the electrical outlet. Leave everything unplugged for 5 minutes. Then try plugging in the equipment one item at a time to see if the trouble still exists.

3. If all equipment is working, test to determine if the problem is inside or outside the house:
 - a. Take a working phone (single phone line only) to the network interface box, which is outside where the phone line enters the house.
 - b. Remove the modular plug from the test jack & insert the modular plug from your phone.
 - c. If the same problem occurs, the problem may be in the phone line. Call Clarence Telephone Company/Cedar Communications to report trouble with your line.
 - d. If the same problem does not occur, the actual problem may be in your wiring. Call Clarence Telephone/Cedar Communications to report trouble with your inside wiring.
 - e. If the problem is in your telephone set, follow the instructions on your warranty or contact the store you purchased it from for repair or replacement.

Problem: Unable to call long distance

1. Try using a different phone
2. Call Clarence Telephone Company/Cedar Communications, LLC (563)452-3852 or 1-800-695-3896 to determine the source of the problem.